GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

STARRED QUESTION NO:481
ANSWERED ON:27.08.2001
POSTAL SERVICES
LAXMINARAYAN PANDEY;PRABHUNATH SINGH

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government agree that the postal services in the country require a lot of improvement;

(b) if so, the present state of affairs in respect of the quality of postal services;

(c) whether the postal services have reached inaccessible areas in the country; and

(d) the steps taken to improve the quality and reach of the postal services in the country?

Answer

THE MINISTER OF COMMUNICATIONS (SHRI RAM VILAS PASWAN)

(a) to (d): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STA QUESTION NO. 481 FOR 27th AUGUST, 2001 REGARDING POSTAL SERVICES.

Improvement in the postal services in the country is an on-going process. The quality of postal services is generally satisfactory as would be evident from the following:-

(i) As per the results of the All India Live Mail Survey conducted in September, 2000, 91.40% of unregistered mail and 93.44% of registered mail in urban areas was delivered within norms. Similarly, 88.77% and 87.29% of unregistered and registered mail respectively was delivered within norms in rural areas.

(ii) India has the largest postal network in the world with a total of 1,54,551 post offices. On an average, a post office serves an area of 21.26 Sq.kms. and a population of 5462.

(iii) In terms of daily collection, transmission and delivery of mail the postal service touches each and every village in the country.

(iv) The receipt of complaints for various essential services has also shown a declining trend as would be clear from the following:-

Year	Opening Balance	Receipt	Settled	Pendency	Total traffic (in crores)
1998-1999	80266	813063	827447	65882	1576.65
1999-2000	65882	814260	820763	59379	1578.15
2000-2001	59379	787601	788632	58348	1432.60

(v) Close monitoring the quality of services and making all out efforts for improvement by more effective management and using latest technology and computerization.

Some of the steps taken to improve the quality of service are as follows:-

(i) New mail offices and transit sections are being opened wherever required to speed up the mail transmission. Services of private

airlines are also being utilized wherever necessary.

(ii) Sanctioning of additional posts of postmen. 980 posts were sanctioned in 1997-98, 852 in 1998-99 and 728 in 1999-2000.

(iii) Surprise checks on the delivery of mails by the officers and supervisory staff. Coordination meetings with the Airlines/Railways and State Road Transport Undertakings to clear the bottlenecks if any in the transmission of mails.

(iv) Special arrangements for handling seasonal mails at notified centres have been made.

(v) Setting up of Information and Facilitation Counters for easy dissemination of information to public.

(vi) Setting up Computerized Customer Care Centres at 204 District Headquarters.

(vii) A new scheme known as Panchayat Sanchar Sewa Yojana has been introduced as a third tier of administration for expansion of the postal network in the rural areas. A total of 3213 PSSKs have been opened and another 2000 are being opened during the current year.